



Hurford Salvi Carr's

# *landlord's guide*

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## ELCOME TO HURFORD SALVI CARR

Thank you for inviting Hurford Salvi Carr to let your property. We have written our Landlord Guide so that we can give you useful information that will help you be successful in getting your property let for the best rent and to maximise your investment return.

Our experienced Residential Lettings teams are ideally placed to ensure the smooth running of your Tenancy, Renewal and, if required, the efficient Rent Collection and Management of your property. As members of the Association of Residential Letting Agents (ARLA), we have the professionalism, knowledge and contacts to secure high calibre Tenants for your property.

We aim to deliver the very best service to all our clients and our dedicated lettings and property management teams are well equipped to guide you through the lettings process, whether you are a first time Landlord, or an experienced investor.

Please read this guide in conjunction with our Terms of Business for Landlords to ensure that you are fully prepared for any upcoming Tenancy.

Let our experience work for you.

**David Salvi**

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Our Clients

# HURFORD SALVI CARR

is an innovative firm of property advisors and development consultants who have become synonymous with urban living in central London. Our experience and expertise in both the residential and commercial markets, in the City, West End, Docklands and East London put us at the forefront of property agency.

Since 1996 Hurford Salvi Carr have been a driving force of the 'city living' phenomenon having sold more than 4,000 new homes in over 200 developments, the majority created from former commercial premises. We let and manage a portfolio of over 1,000 apartments playing a pivotal role in the repopulation of the City and City fringes.

The Company is divided into six agency divisions, specialising in Residential Sales, New Homes, Residential Lettings, Residential Investment, Commercial Agency, and Property Management. In many instances the skills of each division combine to provide our clients with best advice. Our fresh approach and award winning marketing expertise compliments our service.

Our City lettings office, established in 1996, is one of the largest lettings offices in London and covers the City, Clerkenwell, Shoreditch, the Barbican and Kings Cross.

In 2003 our high profile 3000 sq ft office was opened overlooking Limehouse Basin in London's Docklands, providing



a focal point for the company's agency activities for Canary Wharf and East London, and a strategic location for our new homes operation at the heart of the Thames Gateway.

In 2007, our West End office was launched, increasing the area we cover to encompass locations such as Bloomsbury, Fitzrovia, Covent Garden and Soho, whilst cementing our established presence in Bloomsbury.

As professional estate agents the company is widely respected throughout London and are well known in property circles around the world.

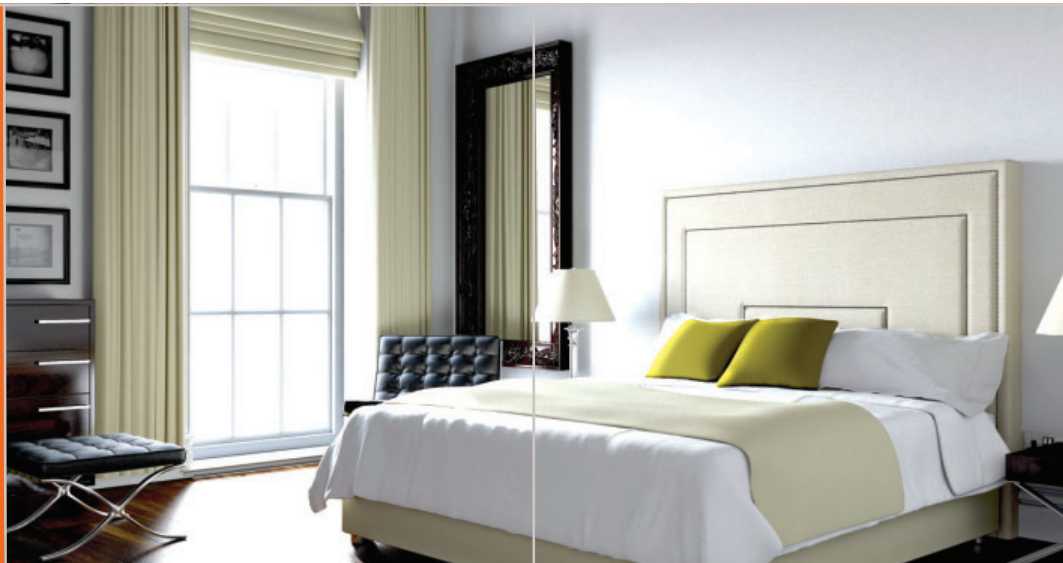
Our reputation is based on the accuracy of good advice, the quality

and variety of our marketing including the internet but most importantly for achieving results.

We are committed to providing a personal service to each of our clients and we maintain the highest standards in every aspect of our business. Our clients include UK and overseas investors, housebuilders, residential and commercial property developers and land owning estates.

Hurford Salvi Carr are members of The Property Ombudsman, the National Association of Estate Agents, the Association of Residential Letting Agents together with the Association of Residential Managing Agents.

The City's  
Premier  
Letting Agent





HY HURFORD SALVI CARR?

Right  
West End Office 020 7299 3322

Far Right  
City Office 020 7490 1122

Below  
Docklands Office 020 7791 7011



Our reputation  
is well earned,  
let our experience  
work for you

### Experienced Teams

We only employ experienced agents and the quality of our lettings negotiators give us a distinct advantage over other agencies. Our team members attend regular in-house and ARLA training courses to ensure they are up to date with the changes in legislation that affects your letting. Our negotiators excel at negotiating the best terms for our clients and put your interests before all else.

### Office Locations

Our offices are carefully chosen to ensure maximum exposure for our client's properties and to encourage enquiries from Tenants. This directly benefits our clients with good quality applicants registering at our offices.

### Professional Photography

We commission professional photographers to ensure that your property is shown to its very best advantage.

**Quality Tenants**

Over the years we have cultivated hundreds of Corporate contacts including international blue-chip plcs, banks, law firms, architect firms, media companies, academics, consultants at hospitals and publishing companies. We also have close contact with over 50 professional relocation and search agents.

**Online Marketing**

Our client's properties are optimised to appear on all the major property websites. With the majority of Tenants starting their search online, our in-house online marketing department ensures that our own website appears high up on both organic and sponsored pages of Google, Yahoo and MSN.

**Our Websites**

In addition to our main website - [hurford-salvi-carr.co.uk](http://hurford-salvi-carr.co.uk), we have created a number of 'micro sites' from which our clients can advertise their property. These websites focus on popular locations and give prospective tenants useful information on local amenities, services and history.

**Advertising**

Our in-house marketing and design team ensure that new ideas including structured and tailored campaigns to maximise opportunities to attract the best Tenants are implemented.

**Software Solutions**

Hurford Salvi Carr continue to invest in the best IT tools and database systems to ensure that the administrative processes for lettings are seamless and automatic, therefore allowing Tenants and Landlords to receive paperwork speedily and efficiently.

**Press Relations**

Hurford Salvi Carr are regularly quoted in the National and International Property Press as an authoritative commentator on the London property market. We issue press briefings to journalists across digital, TV, radio and the printed media.

**Advice for Landlords**

At the initial market appraisal stage and during the marketing process, our managers and negotiators are able to advise the best presentation styles to allow the property

to appeal to the widest audience. We can also suggest ideas about improving furnishings and decoration to ensure the property stays current and freshly presented whatever the market conditions. This means your property will let in the shortest possible time.

**Online Registration**

Our own website, [www.hurford-salvi-carr.co.uk](http://www.hurford-salvi-carr.co.uk) is accessible 24 hours a day, 7 days a week, and features an online registration for Tenants to send us their requirements anytime of day or night.

**Our Credentials**

We are members of all the professional organisations you would expect, including the Association of Residential Letting Agents (ARLA), the National Association of Estate Agents (NAEA), Association of Residential Managing Agents (ARMA) and the The Property Ombudsman.

**Research**

We publish statistics on the residential sales and rental markets covering the West End, City and Docklands half yearly. Copies of our Research can be downloaded from our website and include typical investment returns for each location.

**Professional Contractors**

We employ the services of licensed credit referencing agencies, and ensure our contractors are fully vetted for Professional Indemnity Insurance with trade references and Public Liability Insurance. Our contractors include Energy Performance Assessors, cleaning companies, photographers, inventory clerks, furnishing companies and utilities inspectors.

**Accompanied Viewings**

Applicants are accompanied throughout your property by our experienced negotiators who will ensure that the property is left secured after each viewing.

**Landlord Updates**

Our Landlords receive regular feedback from our offices incorporating viewing numbers and any relevant comments from potential Tenants. Our Landlords are kept fully informed of any offers and receive progress on updates and negotiations before and after the lettings process.



Our lettings offices will ensure maximum exposure of your property to the widest range of applicants. We offer our clients a Tenant Matching Service, including linking in to our three offices' database of live prospective tenants.

Colour details of your property will be sent out to our corporate contacts and the relocation agents. Our experienced lettings team will arrange viewings with vetted applicants, and organise guided show-rounds to the maximum number of potential individual and corporate applicants.

Web and Press Marketing – we subscribe to all the major property websites including Find A Property, Prime Location, Globrix, Zoopla, Rightmove and our property details appear on search engines such as Google, Yell, Yahoo, etc. We regularly advertise in the property pages of Homes and Property (Evening Standard), Bricks and Mortar (The Times), Home (Sunday Times) and also local magazines such as Barbican Life and The Wharf.

PR Advertising – where appropriate, our in-house marketing team are experienced in tailoring the marketing approach to include press releases, which will be sent to over 100 Property journalists and Relocation agents.

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## LETTING & MARKETING

### Letting and Renewal Service

- Once an offer is received, our lettings teams will negotiate the offer on your behalf, and agree the rent and terms with you.
- We will advise you of the appropriate tenancy agreement to use and provide our standard document.
- Full credit references and full identification are taken from each potential applicant, and all offers received are subject to contract and satisfactory references.
- Renewal Service – Around three months before the end of the Tenancy, our Renewals Department will contact you to discuss a possible renewal and advise you of market conditions, current market rents and capital values if required.

### Letting, Renewal and Rent Demand Services

In addition to the Letting, Renewal Services

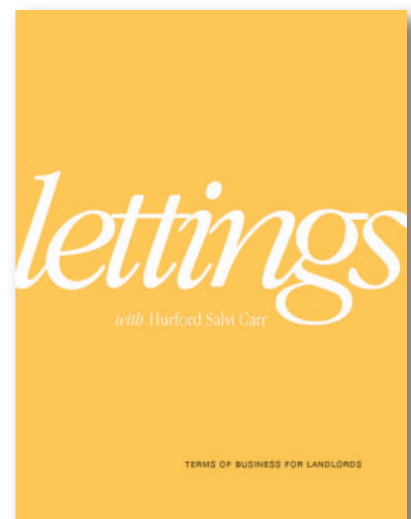
- Our Property Management team will collect the rent and pay this over to you by bank transfer, keeping you informed of any erroneous circumstances.
- Our Property Management team will also act as your liaison during the deposit return stage of the end of Tenancy arrangements.

### Letting, Renewal and Property Management Services

In addition to the Letting, Renewal and Rent Demand Services

- Efficient organisation of any repairs reported by the Tenants, using approved and pre-vetted contractors
- Payment of the above repairs from the rent received
- Client statements provided after each rent date i.e. monthly or quarterly, depending on how the rent is paid by the Tenant
- Four annual inspections of the property to note the brief condition and presentation of the property (this is not a comprehensive report)
- Our Property Management team will also act as your liaison during the deposit return stage of the end of Tenancy arrangements.

Full details of all our Lettings and Property Management services including fees can be found in our Terms of Business.



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## ROPERTY MANAGEMENT

**Hurford Salvi Carr Property Management** offers our experienced and first time Landlords a comprehensive property management service, which provides complete peace of mind that your property is in safe hands. Whether it be managing a Saturday night call out regarding a blown fuse box problem or paying the ground rent and service charge, our professional Property Management team are fully equipped in ensuring a timely and efficient tenancy management service.

Based in a dedicated and centralised Property Management department covering the whole of Central and Greater London, our team is ARLA trained and experienced in the methods of effective property management including rent demand.

Our team will be on call and on hand to ensure that from the moment the Tenant moves in until the minute the end of Tenancy arrangements are finalised, all maintenance or repairs that need actioning are dealt with speedily and professionally. This includes organising of safety certificates, property inspections, demanding the rent, liaison on dilapidations and deposit returns, and organising repairs.

The main benefits of Hurford Salvi Carr's property management service include:

- ARLA trained team members who are knowledgeable and professional
- New computer packages specifically tailored for property management
- Demand and monitoring of rent payments from your Tenants
- Monthly or quarterly client statements (also accessible with on line login as a cost option)
- 24 hour call out service
- Database of experienced fully vetted professional contractors
- Acting as liaison on dilapidation and deposit return negotiations between the Tenant and the Landlord
- One free of charge annual property inspection with further inspections organised at a cost option
- Compliance with tax and HMRC requirements
- Secure key holding system at the local letting office
- Efficient organisation for repair and maintenance
- Void property management service available by separate arrangement

Our property management team is based in Hertford and work alongside our residential block management division.

The range of services offered include building surveying, accountancy services, leasehold advisory services and building management.

Complete confidence  
that your property  
is in safe hands



[www.hscpm.co.uk](http://www.hscpm.co.uk)

# P

RESENTING & PREPARING YOUR PROPERTY



Properties that are well presented and are in convenient locations, near transport and local amenities, are the first to let and will always be sought after by Tenants. If you are buying a new investment property to let out or are planning to let out one of your existing properties, our experienced Lettings Managers can give you free advice on the process, and pointers on how to get the best rent for your property. If you currently have a lettings investment, we can give you free advice on how to ensure your property retains the edge over others in the area.

### **Furnishings - what to leave behind or take with you**

Your Tenant may be a company or professional individual, however there will be a variety of requirements and requests that a new Tenant may put forward at the offer stage. We advise Landlords to be as flexible as possible when it comes to furnished vs unfurnished. This will maximise the audience that the property appeals to, which will increase viewings and increase the likelihood of getting it let speedily – always our main aim.

There are different gradings when it comes to describing properties – the following definitions are for your guidance.

- Fully Furnished – includes everything that a Tenant will need to occupy the property including crockery, pots/pans, cutlery and implements, bath towels, bed linens (2 per bed).
- Furnished – just the basic furniture for a Tenants occupation but excluding crockery, bed linen, kitchen implements etc.
- Part Furnished – very flexible and up for individual negotiation. E.g. a double bed but no sofa or vice versa.
- Unfurnished – nothing left in the property except the white goods (washing machine, dishwasher, fridge/freezer), floor coverings and window dressings like blinds or curtains at each window.

### **Decorating and Refurbishment between Tenancies**

Well presented properties will let quickly to the best Tenants and attract the best rents, so when an existing Tenant serves their notice, we will endeavour to revisit your property at this stage in order to plan what works may need to be undertaken. This can then ensure a speedy turnaround provided contractors are ready to start when the Tenancy ends. In any event, properties should be redecorated at least every three years to keep them fresh and attractive to new Tenants. Be sure to avail yourselves of our Managers expertise in what suits the market place at that time, as they are best placed to give you current feedback on what tenants want at any given time. Our teams can also suggest options for furniture and interior design solutions from companies that offer competitive quotations.

### **Cleaning**

All Tenants expect properties to be clean, including windows, carpets, curtains, blankets, duvets, bedcovers and chair covers, fridges and freezers must be defrosted and kettles de-scaled. We advise organising a professional clean to ensure a good standard is reached at the beginning and to avoid a dispute at the end of the Tenancy. The Tenants can then be held responsible for arranging a professional clean at the end of your Tenancy.

### **Appliances**

All machines, appliances and heating/water systems should be in good working order to comply with statutory obligations and we suggest that they should have been recently serviced and be covered by a service contract. In addition, clear instructions and manuals should be left for all appliances otherwise the items may be deemed unsafe and have to be removed before the start of the tenancy to comply with current safety regulations.

### **Outside Space**

Gardens, balconies, terraces or window boxes are always popular and should be well maintained and in good seasonal order.

### **Keys**

Sufficient keys should be prepared ahead of marketing and letting. There is usually one full set per Tenant, with a set retained by us as Agents (if managed), with a further set for the Landlord. Please ensure that these are supplied as soon as possible, to avoid delays or last minute key cutting costs.

### **Redirecting Post**

Please set up a redirection for your post with Royal Mail, as Hurford Salvi Carr cannot collect post on your behalf and Tenants should not be relied on to forward your important post.

### **Bank Accounts**

We recommend that you have one bank account set up for the property transactions. This way, at the end of the tax year, the one bank statement can be sent to your accountant for your annual tax return. i.e. showing the void utility bills, service charges, invoices paid out and the rent payments paid in.

### **Repairs**

Upon your instruction to let the property, or at our initial appraisal visit, our experienced managers can visit the property and assist you in compiling a list of action items to ensure your property is ready for viewings and lettings. e.g. odd jobs that you may not notice but which should be actioned pre Tenancy such as loose carpets, tidy gardens, rehangng curtains/blinds etc

### **Utilities**

Please provide Hurford Salvi Carr (if managed) or your Tenants (by leaving a full list in property) with details of all the utility companies for ease of transfer into the correct names. These should include Council Tax contacts, Gas suppliers, Electricity suppliers, Water suppliers, current phone providers, Satellite providers, TV Licence, and details of any Service Contracts for the white goods, and any warranties, if appropriate.

### **Inspecting my Property throughout the Tenancy**

If you are instructing Hurford Salvi Carr Property Management to manage your Tenancy, we undertake quarterly inspections, unless instructed otherwise, during the Tenancy. If you are managing the Tenancy yourself, you retain the right to inspect your property on a periodic basis. Be aware though, of the Tenants "right of quiet enjoyment" as a weekly/fortnightly visit may be deemed excessive! A quarterly visit should be adequate, as you have the protection of your inventory check-in (which will be reviewed at the end of the Tenancy) and the Tenants are contractually obliged to keep the property in good and clean order.

### **Tax Obligation**

Tax is payable on UK rental income. If you are going to be abroad, and if Hurford Salvi Carr are collecting any rent (even on a Let Only service), then please apply to Her Majesty's Revenue & Customs (HMRC) to obtain a Non Resident Landlord Tax Approval Notice. If Hurford Salvi Carr are not in receipt of this, we are legally obliged to retain tax on any rent we pay over to you, and we charge you £100 plus VAT per quarter for the tax statements we need to send you, providing copies to HMRC.

### Obtaining Consents

Landlords will need to ensure the necessary consents are in place prior to each Tenancy commencing. By signing our Terms of Business, you are confirming to Hurford Salvi Carr that you have the necessary consents:

- Buildings & Contents Insurance – you will need to inform your block manager or whoever organises your buildings insurance. It is also advisable to take out separate contents insurance for any items left in the property, including furnishings, utility machines and fixtures and fittings.
- Freeholder Consent – you must obtain the consent of the Freeholder prior to letting a leasehold property.
- Mortgage Consent – you must ensure that you have your Lenders consent prior to letting out the property that they have an interest in.



With the right planting  
and good maintenance,



outside spaces will add  
value to your property

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## EPOSITS & INVENTORIES

### **Deposits**

The Tenant will be asked to pay a minimum of six weeks rent as a deposit which will be held by Hurford Salvi Carr as stakeholder in our client's account. Where the proposed Tenant is a Company, a Letter of Guarantee, or Promissory Letter, may be offered by the Tenant instead of a cash deposit. We would inform the Landlord in writing in this event and the Landlord's written consent and acceptance would be sought prior to the Tenancy commencing.

### **Disputes on deposits**

Hurford Salvi Carr complies with the Housing Act 1988 and are members of The Dispute Service, or TDS. At the end of the Tenancy, the Landlord and the Tenant must endeavor to notify us, in writing, if there is a dispute over the amount of agreeable dilapidations to be deducted from the Deposit as soon as possible and within 10 working days of the lawful end of the Tenancy and vacation of the property.

If, after this time following notification of a claim, there remains an unresolved dispute between the Landlord and the Tenant over the allocation of the deposit, the deposit monies and inventory check-in and check-out reports will be submitted to the ICE of the TDS for expert, impartial, third party adjudication.

Where the property is a Non Housing Act Tenancy, the Landlord and the Tenant can agree to submit to formal arbitration through the engagement of an arbitrator appointed by the ICE. Hurford Salvi Carr make an administrative charge to Landlords for our membership of an approved ARLA Tenancy Deposit Scheme, but we reserve the right to change membership to a similar ARLA approved provider at our discretion.

### **Inventories**

In order to avoid a dispute with your Tenant over dilapidations or damage at the end of the Tenancy, it is essential to have a detailed independent inventory of the property, contents, fixtures and fittings and also their condition compiled at the beginning of the Tenancy. Without an inventory and schedule of condition, the Landlord may not be entitled to deduct monies from the Tenant's deposit to cover the damage, as they will be unable to prove the existence and condition of the damaged item at the start of the Tenancy. An inventory report is much more than a list of contents.

Inventories are divided into three parts. The first is the "inventory make" which is the master document of everything in the property and its exact condition. This document can be around 25 pages long, and will include written evidence of window locks, appliance numbers, conditions of walls, ceilings, windows and doors and any furniture left in the property.

This document will last for three or four Tenancies and will be compiled at the Landlords cost. Costs of inventories vary on the size of the property and the level of furnishings.

The second and third parts of the inventory are the “inventory check-ins/check-outs”. These are both approx 5-10 page documents and are time and Tenant specific, and cross reference the condition at the beginning and end of each Tenancy. The costs of the check-in/outs are shared between Landlord and Tenant. Unless otherwise instructed, we will organise on the Landlord’s behalf for an inventory make, check-in and check-out to be prepared or updated, by an independent professional inventory company, the cost of which will be borne by the Landlord. The cost varies depending on the size of the property. The most common area of discontent between Landlords and Tenants is cleaning which is subjective, the cost of this alone can be far higher than the cost of the inventory so it is a false economy not to get one done.

Working to protect  
your interests





## INVESTMENT ADVICE

Whether you are buying your first investment property or looking for a company to manage your property portfolio, Hurford Salvi Carr are able to assist you by maximising the return from your property investments.

Our directors, managers and senior negotiators have a wealth of knowledge accumulated over the past 40 years. We are consultants to private clients, investment companies and fund managers on their buying and rental strategies. These clients include public sector bodies and private companies, banks, educational institutions and high net worth individuals.

We can advise on location, the quality and suitability of apartment blocks including the level of services included in the service charges and the anticipated rental return. Both short and long term investment plans will be considered in order to recommend the best property solution and investment options using the market intelligence that we have at our disposal. We are able to guide you through the purchase and lettings processes and advise on your legal obligations.

As well as sale and letting of private apartments we also handle the sale and acquisition of student accommodation, serviced rental apartments, residential ground rents and HMOs (Houses of Multiple Occupation). Our directors are regular contributors at property investment seminars both in the UK and overseas.

As recognised residential investment experts we also handle the sale of investment portfolios, advise property funds and institutional investors.

By looking after clients best interest and offering a professional service we have hundreds of repeat and satisfied clients.

### **Our other associated services include:**

**Residential Sales** – Our sales offices are not only able to introduce you to new investment opportunities but provide a free annual valuation of your property investments.

**New Homes** – Since 1996 we have sold over 3,000 new homes in over 175 developments, the majority created from former commercial premises in and around the West End, City and Docklands. We act for a wide range of developers and housebuilders. Our new homes team market new apartments at exhibitions around the world and are able to offer our existing landlords and investor database exclusive opportunities to buy off plan prior to general release.

**Commercial Agency** – Hurford Salvi Carr have a separate office, retail and warehouse department that advise commercial landlords on mixed use developments, rent reviews and all aspects of the letting, sale and acquisition of commercial space in London.

**Valuation and Building Surveyors** – Hurford Salvi Carr have an association with an established surveying department based in North London. They can advise on valuations and surveying throughout the capital.

**Investment Mortgages** – If you require any financial assistance in re-mortgaging your property prior or during the tenancy, our independent mortgage consultants will be delighted to confidentially discuss your requirements.



## LEGISLATION YOU NEED TO KNOW

### **Statutory Obligations under the Landlord and Tenant Act 1985**

The Landlord has a statutory responsibility in Sections 11 to 16 of the Landlord and Tenant Act 1985 which state that Landlords must:

- keep the structure (including the drains, gutters and down pipes) and the exterior of the Property in good order and repair)
- keep the appliances for supply of gas, electricity and water in good repair
- keep the appliances for supply of space heating and water heating in good repair; and keep the sanitary appliances in good repair
- Carry out repairs within a reasonable time

If the Landlord does not comply with the statutory obligations, the Tenant may ask the Local Authority to issue the Landlord with a Notice requiring the work to be done. The Tenant also has the right to arrange for the work to be done and withhold rent equivalent to the amount spent.

### **Gas Safety (Installation and Use) Regulations 1998**

Under the Gas Safety (Installation and Use) Regulations 1998, it is a criminal offence to let premises with gas installations pipe-work and appliances that have not been checked by a Gas Safe Registered Engineer. The Landlord should ensure that all gas appliances are serviced and maintained at least once a year and keep a record of such maintenance which must be undertaken by a Gas Safe Registered Engineer in order to comply with the Regulations. By law a gas safety check must be once a year and a copy given to the Tenant prior to the commencement of the Tenancy. If the Landlord does not provide a valid gas safety record 3 days before the Tenancy is due to start, we will arrange for a gas safety inspection, any remedial works and the issuing of a valid record. No Tenancy can commence without there being a current Gas Safety Record and Landlords are required to keep a record of checks on appliances for at least 2 years.

### **The Furniture and Furnishings (Fire) (Safety) Regulations 1993**

It is a criminal offence, punishable by a fine and/or a prison term, to let premises with upholstered furniture which cannot be proven to comply with the safety Regulations. The Landlord must ensure that all furniture, soft furnishings, padded beds and headboards, mattresses, pillows and cushions supplied to the property comply with the provisions of the Furniture and Furnishing (Fire) (Safety) Regulations 1993. If labels are not on the relevant items or satisfactory documented proof of compliance is not received prior to the commencement of the Tenancy, we reserve the right to remove and dispose of non-compliant items at the cost of the Landlord.

### **Electrical Equipment (Safety) Regulations 1994**

The Landlord warrants that the electrical installation and appliances in the Property are in safe working order and where appropriate comply with The Electrical Equipment (Safety) Regulations 1994 and the Plugs and Sockets (Safety) Regulations 1994. The regulations also state that instruction books for all items of electrical equipment must be left at the Property, otherwise the item will not be deemed safe and must be removed. The Client is responsible for ensuring that all electrical appliances within the Property comply with the above Regulations and are tested to ensure compliance. It is best practice to ensure an electrical safety check is carried out at annually.

### **Part P Building Regulations (Electrical Safety in Dwellings) 2005**

These state that any person having certain types of hard wiring work, known as “notifiable works”, carried out at a property must use a contractor who is part of an approved scheme. Any other person carrying out such work must obtain consent from the building inspector prior to starting the job and have the finished work inspected and

approved by the inspector. All electrical contractors carrying out work instructed by the Agent on behalf of the Landlord while the Agent is managing the property will be members of an approved scheme. The Agent can only use the Landlord's preferred contractor if proof is provided that the contractor is a member of an approved scheme, has current public liability insurance and is easily available.

#### **Smoke Alarms - Detection Act 1991**

Although it is deemed best practice, there is no legal requirement to install smoke alarms in a property unless it was newly built from 1992 onwards or it is a House in Multiple Occupation when the alarms must be wired into the mains electricity system with a battery back up. If the Landlord has installed any type of smoke alarms, fire extinguisher, or fire blankets in the property they must be regularly checked to ensure they are in working order. In particular the Landlord must ensure they are tested prior to the start of a tenancy and be noted as in working order. Failure to do so could mean liability for any injury suffered by a Tenant or other visitor to the property. By signing this Agreement the Landlord gives the Agent authority to replace any item that the Agent believes is not in working order at the Landlord's expense.

#### **The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007**

An Energy Performance Certificate (known as an EPC) details the energy and efficiency rating of a property and gives Landlords and prospective Tenants information on how much the average cost is to heat and light the property for a year. An EPC is valid for ten years. Please note that EPCs must be arranged and the certificate given to Tenants prior to any new Tenancy Agreement being signed and as soon as possible after our instructions to market the property. There is currently no legal requirement for EPCs to be given to Tenants of properties whose Agreements (fixed term or periodic) commenced prior to October 2008. Hurford Salvi Carr can arrange an EPC on your behalf at a cost to you of £75 plus VAT.

#### **Section 47 and 48 of the Landlord and Tenant Act 1987**

In accordance with Section 47 of the Landlord and Tenant Act 1987 any rent demand, which includes the Tenancy Agreement, must state the Landlord's actual address. Should the actual address of the Landlord not be shown, the rent is not lawfully due from the Tenant. In accordance with Section 48 of the Landlord and Tenant Act 1987, the Landlord must provide an address in England and Wales where Notice of Issue of Proceedings may be served upon them by the Tenant. Please note that the rent is not legally due to the Landlord unless this requirement of the Act is satisfied.

#### **Data Protection Act 1998**

We take all reasonable care to prevent any unauthorized access to or use of your personal data. We have a responsibility to keep your information confidential and will only use it:

- in the event of non-payment of fees to a debt collection agency; or
- where specifically required to do so by law; or
- when instructing solicitors; or
- to change account details for council tax; or
- when a contractor's invoice has not been settled by you.

#### **Discrimination**

We will not discriminate against any person under the definitions of The Sex Discrimination Act 1975, The Race Relations Act 1976, The Disability Discrimination Act 2005 or the Equality Act 2006. Hurford Salvi Carr will not discriminate, or threaten to discriminate against any prospective Tenant of the Landlords property because that person is, will not be, or is unlikely to be accepting services that the Agent will (directly or indirectly) provide.



## OUR CLIENTS

... I have used Hurford Salvi Carr for the last 18 months to let my numerous properties and have been extremely impressed with the level of professionalism demonstrated by all members of the team. Most important to me is that Hurford Salvi Carr have maintained their integrity from Day 1, and have won my continued business through sound business advice and impressive market knowledge. I can recommend Hurford Salvi Carr's letting service without reservation.

Buckinghamshire

**... I have relied on the services provided by Hurford Salvi Carr to market my properties and identify suitable Tenants for some 3 years. I find your staff courteous, knowledgeable, conscientious and trustworthy and your Market Research documents an invaluable aid to my understanding of market conditions.**

Oxfordshire

... In 2004 I purchased two houses through Hurford Salvi Carr and have used their letting's department to let these properties since then. I have always found their letting staff helpful and efficient in all my dealings with them.

London

**... For 10 years now, I have been renting my properties with Hurford Salvi Carr and have always found the staff friendly and knowledgeable of both the market and of the legal responsibilities of being a Landlord, which ultimately makes for a good relationship all round. As I am an overseas Landlord, Hurford Salvi Carr make the whole letting process straightforward and easy, with their teams ensuring few voids and thoroughly referenced Tenants. The service that Hurford Salvi Carr provide has been excellent and has given me peace of mind that any Tenant moving in will be a good Tenant.**

Australia

... Being a client of Hurford Salvi Carr since 2004, I have always found the Hurford Salvi Carr lettings teams to be friendly, efficient and responsive and very knowledgeable about their local markets.

New York

**... As an expanding company Tenant, we have used Hurford Salvi Carr to find numerous properties for our company over the last twelve months. We have always found Hurford Salvi Carr to be very proactive, professional and approachable.**

Bristol

... As a Director of a major Plc, I approached Hurford Salvi Carr to let a small portfolio of residential units in The City. Although this portfolio is a small part of my Plc's business, Hurford Salvi Carr have consistently gone the extra mile to ensure the lettings process runs smoothly and therefore reducing the time my company spends on the lettings. I appreciate that professional service from Hurford Salvi Carr.

London

**... I have been a multiple Landlord since 2008 and have used Hurford Salvi Carr lettings to let my properties. The lettings and renewal teams are a pleasure to deal with and their ability to accurately assess prospective Tenants has proved a real asset.**

Hong Kong

... My development company recently completed a new build scheme of residential units in Clerkenwell Hurford Salvi Carr gave us good advice on marketing, introduced us to and managed a furnishing company where required and had all the units let within a couple of weeks. In a softening market we were given realistic advice upon which they delivered Tenants at very acceptable rents with absolutely minimal voids.

Ireland



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